Session 7:

Online Content (Advanced Topic)

VA TMS Administrators
Role-Based Training

Virtual Instructor-Led Training

Participant Guide

April 2014

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1.0 About This Training

1.1 *Training Purpose*

The purpose of the VA TMS Administrators Role-Based Training Session 7: Online Content is to teach you the concepts and terminology associated with online content management in the VA TMS.

1.2 *Target Audience*

This session is an Advanced Topic training session for any VA TMS administrators with some experience in Online Content that are looking for more in-depth instruction.

1.3 *Training Length*

This training will run for approximately 3.5 hours. Brief breaks will be given.

1.4 *Participant Guide*

This Participant Guide contains all key content presented in this training, including PowerPoint slides with room for taking notes, activities, and demonstrations for each lesson.

The Participant Guide is divided into two sections:

- About This Training
- Training Content

NOTE: Print a hardcopy of this Participant Guide to use during training. You will need to reference the steps for all demonstrations and activities in this guide while completing steps in the VA TMS.

1.4.1 Participant Guide Icons

Icons	Description
	This icon indicates that there will be a demonstration conducted by the instructor within the VA TMS.
	This icon indicates that participants will complete an activity.
	This icon indicates that there is a job aid available for the task.

1.5 *Participant Preparation and Guidelines*

1.5.1 Requirements

Participants must complete the following for this training:

- Register for training through the VA TMS.
- Print a hardcopy of this Participant Guide for use during the training. It will be difficult to access electronically during training.

1.5.2 Demonstrations and System Practice Activities in VA TMS

During this training, you will observe instructor demonstrations and complete system practice activities within the VA TMS. These demos and activities will allow you to study and apply what you've learned about the features, functions, and processes critical to your role within the VA TMS. The steps for each demonstration and system practice activity have been provided in this guide so you can follow-along. You may also want to reference these steps after the training.

1.5.3 Virtual Instructor-Led Training Guidelines

This training will be delivered as a Virtual Instructor-Led Training (VILT) using a Web conferencing software program. You will need a computer and phone with speakers or headset in order to participate in this training. Follow the guidelines below to ensure the best training experience:

- Print a hardcopy of the Participant Guide for use during training.
- Be sure to log in to the Web conferencing software and dial in to the conference line 5 – 10 minutes early.

- Mute your phone line for the duration of the training session unless otherwise instructed.

- Use the chat feature for any questions during the session.

- The instructor may be able to answer your question immediately. Otherwise, he or she will answer at the end of the training, or send an e-mail afterward.

1.6 *VA TMS Administrators Role-Based Training Sessions and Target Audiences*

The table below includes a list of all training sessions in this training series, along with the target audience.

Session	Required for	Recommended for
Session 1: Introduction to VA TMS for All Administrators and Help Desk and Reports Managers	• Help Desk (as stand-alone training • Reports Managers (as stand-alone training) • Assignment Managers • Scheduling Managers • Registration Managers • Domain Managers • Learning Managers • Item Managers • AP Managers	n/a
Session 2: VA TMS Training for Scheduling Managers, Assignment Managers, and Registration Managers	• Assignment Managers • Scheduling Managers • Registration Managers	• Domain Managers • Learning Managers • Item Managers • AP Managers
Sessions 3–5: VA TMS Training for Domain Managers, Learning Managers, and Item Managers	• Domain Managers • Learning Managers • Item Managers	n/a

NOTE: Sessions 6-10 are advanced topics that are optional for managers who already have experience using the VA TMS.
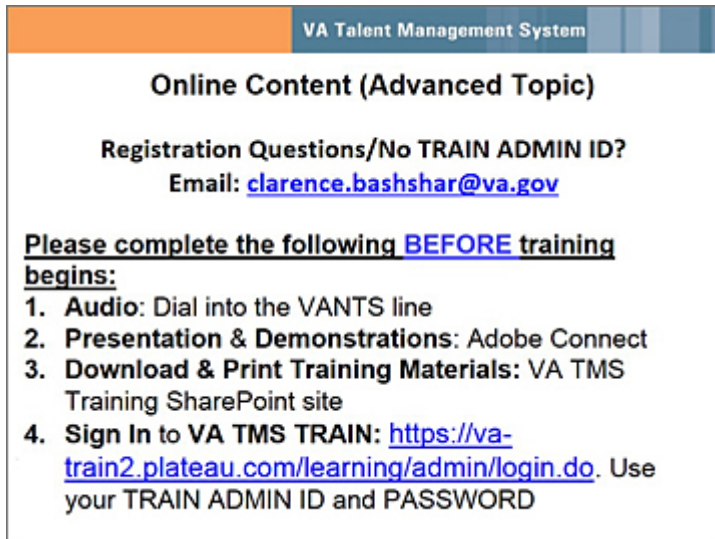
1.7 VA TMS Functions and Associated Roles

NOTE: Gray columns indicate add-on roles; white columns indicate stand-alone roles.

VA TMS Admin Function	LM	DM	IM	RM	SM	AM	APM	HD	PR	QEM	CM	CIM	HR	RPT	AHN	PM	COM	ACM	ACIM	MSE	MSEHD
Unlock User Accounts	X							X	X												
Reset User Passwords	X							X	X												
Change Supervisors for a group of Users	X																				
Proxy into Users accounts	X							X													
Add/Remove Items to/from Learning Plan	X					X															
Add/Remove Curricula Assignments	X					X															
Record Item/External Event/Scheduled Offerings	X			X																	
Edit/Delete Recorded Learning Events	X			X																	
Merge User Records		X																			
Add/Edit Items	X		X																		
Add/Edit Curricula	X		X																		
Send Notifications	X														X						
Add/Edit Scheduled Offerings	X				X																
Register Users into a Scheduled Offerings	X			X	X																
Edit User's Registration in Scheduled Offering	X			X	X																
Assign/Remove Competency Profiles to/from Users											X										
Assign/Remove Competencies to/from Users											X										
Manage Administrator Accounts		X																			
Add/Edit/Copy/Delete Assignment Profiles							X														
Edit User Preferred Accreditations	X							X												X	
Edit User Occupational Categories	X							X												X	
Add/Edit/Delete Competencies											X										
Add/Remove Competencies from Items												X									
Add/Edit/Delte Competency Profiles											X										
Enter/Delete Competency Assessments for Users	X			X		X					X										
Add/Edit/Delete Questions										X											
Add/Edit/Delete Exam Objects										X											
Assign/Remove Questions to/from Exam Objects										X											
Add Questionnaire/Surveys										X											
Unassign a Survey from Users	X																				
Edit Organization Dashboard Ownership		X																			
Add/Edit Accreditations																		X			
Apply Accreditations to Items																		X	X		
View sensitive information on Users Records													X								
Create and Manage Communities																	X				
Run various Standard and Custom Reports	X		X	X	X	X							X	X							
View Self Enrolled User	X					X		X												X	X
Validate Self Enrolled User																				X	
Bookmark Available Entities	X		X	X	X	X		X													
Download Search Results	X		X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X

Talent Management System

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2.0 Training Content

2.1 *Welcome*
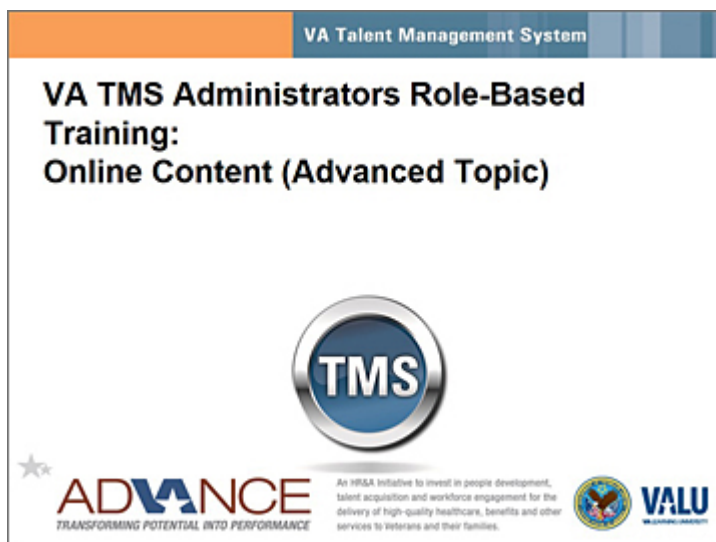
Notes:

Slide 1: Session Preparation

Notes:

Slide 2: VA TMS Administrators Role-Based Training:
Online Content (Advanced Topic)

Notes:

Slide 3: Session Agenda
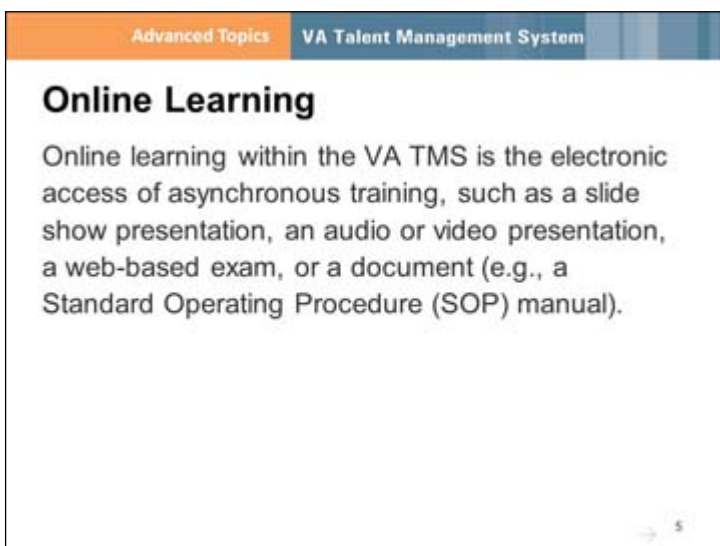

Notes:

Slide 4: Session Objectives

Notes

Slide 5: Introductions

2.2 *Lesson 1: Online Learning Overview*
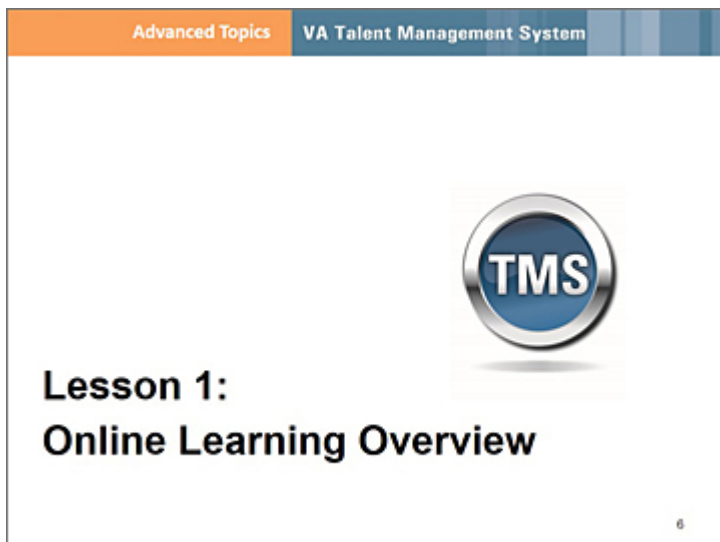
Slide 6: Lesson 1: Online Learning Overview

Notes:

Slide 7: Online Learning

Notes:

Advanced Topics — VA Talent Management System

Content Objects

- A content object is a pointer to a single, launchable file

- Items are made up of multiple content objects

Item: Online MWB101 MS Word Basics

Content	File Type
Creating, Saving, and Editing Word Documents (HTML)	Web page (HTML)
Simulation of Saving a Word Doc	Web page (HTML) with and Adobe Flash Movie (SWF)
Exam of Microsoft Word Basics	Web page with JavaScript (HTML)

Notes:

Slide 8: Content Objects

Advanced Topics — VA Talent Management System

AICC/SCORM Standards

- SCORM: Shareable Content Object (SCO)

- AICC: Assignable Unit (AU)

VA Talent Management System	SCORM	AICC
Content Object	Shareable Content Object (SCO)	Assignable Unit (AU)

Notes:

Slide 9: AICC/SCORM Standards

Notes:

Slide 10: Communication between Content and the VA TMS

Notes:

Slide 11: Online Content Process

Slide 12: Knowledge Check

Slide 13: Knowledge Check

Knowledge Check

How does online content communicate with the VA Talent Management System?
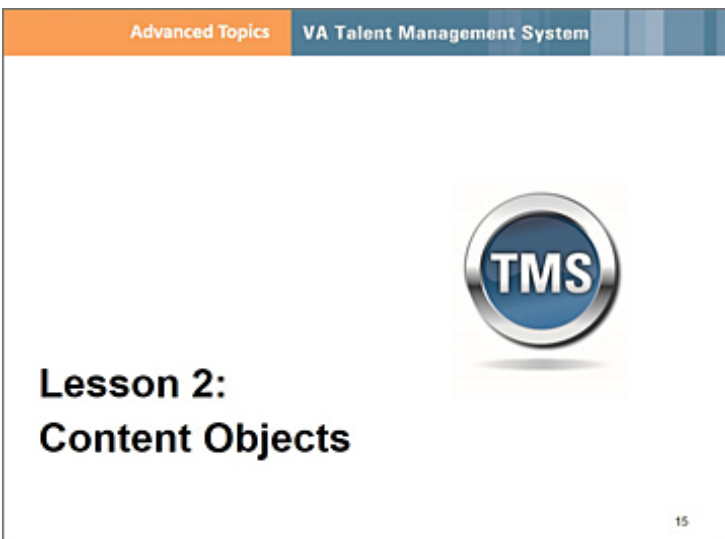
14
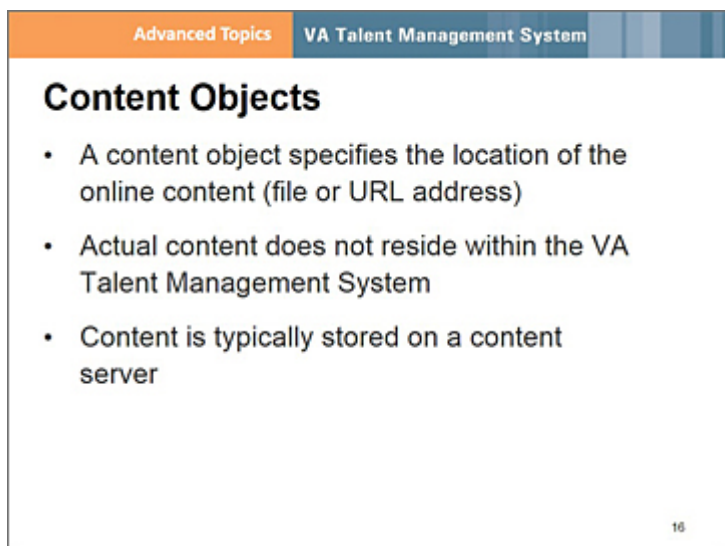
Slide 14: Knowledge Check

2.3 Lesson 2: Content Objects

Slide 15: Lesson 2: Content Objects

Notes:

Slide 16: Content Objects

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Slide 17: Content Objects

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Slide 18: Content Object Record

Launch Methods

- Content Player
- Document
- AICC
- Browser
- SCORM 1.2, SCORM 2004 (a.k.a. SCORM 1.3), and SCORM 2004 4Ed.

Slide 19: Launch Methods

Notes:

Demonstration: Content Object Record Tabs

Slide 20: Demonstration: Content Object Record

Notes:

Demonstration: Content Object Record

Log in to the VA TMS and demonstrate the following Content Object Record tabs:

- **Summary Tab:** The Summary tab contains basic information about the content object record, including the content object title, the domain in which it belongs, the name of the user who built the object, the build date, a description of the content object, and the developer tools used to build the object.

- **AICC Support Tab:** The AICC Support tab automatically passes AICC support data to content under AICC core vendor or SCORM launch data. These data are typically used to send information that is critical to the content launch.

- **Cross Domain Tab:** The Cross Domain tab is used for SCORM content located on a different domain name than the VA TMS. This tab requires activation in system configuration. Please consult with your Project Manager and the VA TMS Support team for the best approach for supporting cross domains.

- **Launch Method Tab:** The Launch Method tab identifies the type and path of the content. This content object is AICC compliant and communicates with the VA TMS using AICC standards

  The VA TMS initializes the SCORM APIs when the user launches the content. Content objects of one of these three types must conform to the appropriate version of SCORM and communicate with the VA TMS using SCORM standards.

  Select the **Enable Mobile Access** checkbox to enable content to be launched from a mobile device. This is a similar function to the Content is Online checkbox, but specifically for mobile devices. If you have a version specifically designed for mobile devices, the content path goes into Mobile Filename field otherwise it can be left blank. The Content Must Launch method must be set to AICC.

- **Objectives Tab:** The Objectives tab establishes an objective-content relationship. Objectives are associated with multiple content objects, items, competencies, questions, and exams. Administrators use objectives for adaptive learning within the VA TMS online exams.

  NOTE: Please refer to the VA TMS: Online Exams course for additional information.

Notes:

Slide 21: System Login

Notes:

Slide 22: Activity #1: Create a Content Object

Activity #1: Create a Content Object

1. Navigate to **Content** > **Content Objects.**
2. Select **Add New**.
3. Enter a content object ID and title for the content object.
4. Select a domain.
5. Leave the Build User, Company, Location, Date, and Developer Tool fields blank.
6. Check the **Content Object is Active** and **Content Object is Online** checkboxes (if necessary).
7. Enter a description for the content object.
8. Select **Apply Changes**.
9. Select the **Launch Method** tab.
10. Select the **Launch Method** option.
11. Enter the URL address of the content in the Filename field.
12. Select **Apply Changes**.

The Job Aid: Create a Content Object is available in the VA TMS.

Advanced Topics   VA Talent Management System

Content Packages

- A content package is a grouping of content objects

- It is an easy and convenient way to organize content for multiple item assignments

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Slide 23: Content Packages

Advanced Topics   VA Talent Management System

Demonstration: Create a Content Package

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Slide 24: Demonstration: Create a Content Package

Demonstration: Create a Content Package

To create a content package:

1. Navigate to **Content > Content Packages**.

2. Select the **Add New** link.

3. Enter a content package ID.

4. Enter the title for the content package: VA Home.

5. Select a domain.

6. Enter a description for the content package.

7. Select **Add**.

8. Select the **Objectives** tab to add objectives.

9. Select the **Content** tab.

10. Enter an object label. This is a title and is visible to the users.

11. Select the **Folder**, **Content**, or **Exam** radio button (in this example, select the **Content** button).

12. Enter or search for your content object ID.

13. Select **Add**.

14. Select **Return to Content Structure**.

Notes:

Slide 25: Activity #2: Create a Content Package

Activity #2: Create a Content Package

1. Navigate to **Content > Content Packages**.

2. Select the **Add New** link.

3. Enter a content package ID.

4. Enter the title for the content package VA Home

5. Select a domain.

6. Enter a description for the content package.

7. Select **Add**.

8. Select the **Objectives** tab to add objectives.

9. Select the **Content** tab.

10. Enter an object label. This is a title and is visible to the users.

11. Select the **Folder**, **Content**, or **Exam** radio button (in this example, select the **Content** button).

12. Enter or search for your content object ID.

13. Select **Add**.

14. Select **Return to Content Structure**.

Advanced Topics | **VA Talent Management System**

Knowledge Check

The content object is identified as AICC when:

a) The content communicates to the VA Talent Management System using AICC standards
b) Users are restricted from the content
c) There is a time limit for accessing the item
d) None of the above

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Notes:

Slide 26: Knowledge Check

Advanced Topics | **VA Talent Management System**

Knowledge Check

Online content is stored in a content object.

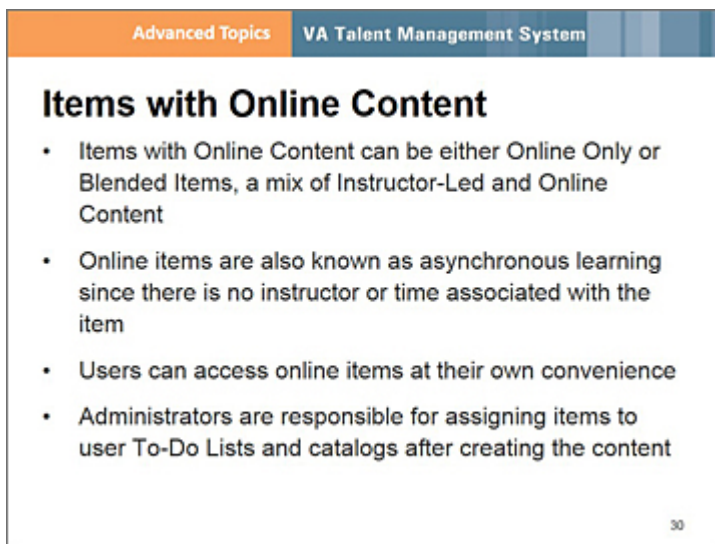a) True
b) False

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Notes:

Slide 27: Knowledge Check

Notes:

Slide 28: Knowledge Check

2.4 *Lesson 3: Items with Online Content*

Slide 29: Lesson 3: Items with Online Content

Slide 30: Items with Online Content

Slide 31: Creating an Item with Online Content

Notes:

Slide 32: Edit Online Settings
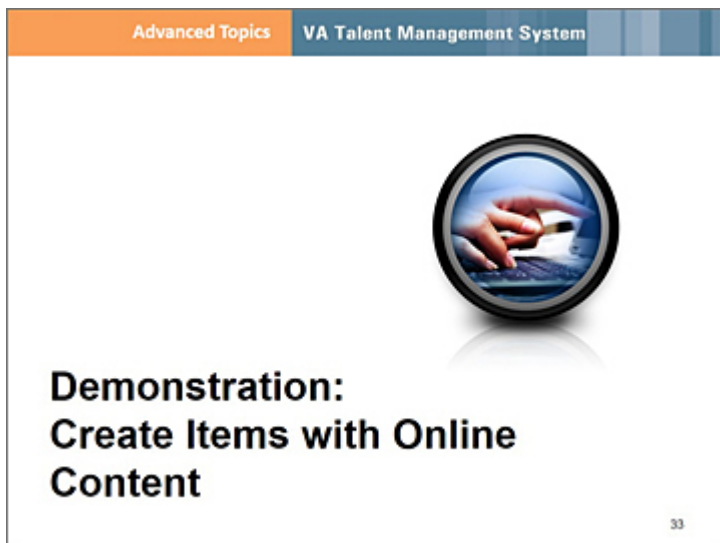
Notes:

Slide 33: Demonstration: Create Items with Online Content

Notes:

Demonstration: Create Items with Online Content

1. Create an Item with the type of **Online Only**. (Add Item > Online Only > Continue

2. After entering the information on the initial screen, select **Continue** instead of Save and Exit.

3. Select **Settings** in the header.

4. Select **Modify Settings** from the drop-down menu.

5. Check the **Content is available for launch** (available for users) checkbox.

6. Check the **Record learning event when all content is complete** checkbox.

7. Select a completion status from the Completion Status drop-down menu.

8. Select the **Allow users to review content from Completed Works** checkbox if desired.

9. Select **OK**.

10. Select the **plus** sign (Associate content to item icon) in the table header.

11. Select **Add Content Object** from the drop-down menu.

12. Search for and select the content object.

13. Enter the object name (e.g., "Select to Start Content," or what you want the user to see if there are multiple objects in this item).

14. If the content does not send completion information to the VA TMS, check **Mark this object complete when launched**.

15. If you are creating a folder structure to organize content within this item, you could create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.

Notes:

Slide 32: Activity #3: Create Items with Online Content

Activity #3: Create Items with Online Content

1. Create an Item with the type of **Online Only**.

2. After entering the information on the initial screen, select **Continue** instead of Save and Exit.

3. Select **Settings** in the header.

4. Select **Modify Settings** from the drop-down menu.

5. Check the **Content is available for launch** (available for users) checkbox.

6. Check the **Record learning event when all content is complete** checkbox.

7. Select a completion status from the Completion Status drop-down menu.

8. Select the **Allow users to review content from Completed Works** checkbox if desired.

9. Select **OK**.

10. Select the **plus** sign (Associate content to item icon) in the table header.

11. Select **Add Content Object** from the drop-down menu.

12. Search for and select the content object.

13. Enter the object name (e.g., "Select to Start Content," or what you want the user to see if there are multiple objects in this item).

14. If the content does not send completion information to the VA TMS, check **Mark this object complete when launched**.

15. If you are creating a folder structure to organize content within this item, you could create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.

The Job Aid: Create Online Items is available in the VA TMS.

Knowledge Check

Define one of the following item classifications:

- Online
- Blended
- Other
- Instructor led

Slide 35: Knowledge Check

Notes:

Knowledge Check

Which of the following may **not** be added to the structure of an online item (in the Online Content tab in the Related area)?

a) Folder Object
b) Subject Area
c) Content Object
d) Content Package
e) Exam Object

Slide 36: Knowledge Check

Notes:

Blended Items

- Blended learning courses are typically a "blend" of instructor-led and Web-based training

- The item's Segment tab in the Related area includes one or more segments which enable the item to be scheduled

- The item's Online Content tab includes one or more content or exam objects

Slide 37: Blended Items

Notes:

Restrictions on Access to Online Content

Level of Restriction	Description
Least	**Yes** is selected in the *User can access online content without being registered in offering* drop-down menu in the core area of the item record.
Somewhat	**No** is selected in the *User can access...* drop-down menu. Users must be registered into a scheduled offering of the item in order to launch the online content.
Most	In addition to **No** being selected in the *User can access...* drop-down menu, the **Content available only during...** checkbox is checked on the *Edit Settings and Status* page of the item record. Use the Online Access checkbox to determine which segments permit access to the online content.

Slide 38: Restrictions on Online Content

Notes:

Slide 39: Demonstration: Create a Blended Item

Demonstration: Create a Blended Item

To create a blended item:

1. Enter **Add Item** into the Search field below the button bar.

2. Select **Go**.

3. Select **Scheduled and Online**. The plus sign changes to a checkmark.

4. Select **OK**.

5. Select an Item Type from the drop down menu. You do not need to enter the item ID as it is auto-generated

6. Enter a title and the description of the item.

7. Select a domain ID for the item (you may need to scroll down using the inner window's scrollbar on the right).

8. Select the **Go to Advanced Schedule** button to change or add additional segments.

9. Enter a description and duration for each segment.

10. To add more segments, select the **Add New** icon in the table header. Enter day number, description, duration, delay start, and location type for each segment. Select the **Add** button.

11. Once you finish adding segments, select **Continue**.

12. Select the **Associate content to item** icon in the table header.

13. Select **Add Content Object** from the drop-down menu.

14. Search for and select the content object to add.

15. Enter the object name (e.g., "Select to Start Content" or what you want the user to see if there are multiple objects in this item).

16. If the content does not send completion information to the VA TMS, check the **Mark this object complete when launched** checkbox.

17. If you are creating a folder structure to organize content within this item, create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.

18. Select **OK**.

19. Repeat steps 13–19 to add more content objects.

20. Select **Settings** in the table header.

21. Select **Modify Settings** from the drop-down menu.

22. Select a completion status from the Completion Status drop-down menu.

23. Check the **Content is available for launch** (available for users) checkbox.

24. Check the **Record learning event when all content is complete** checkbox.

25. Select **Allow users to review content from Completed Works** checkbox if desired.

26. Select **OK**.

27. Select **Save & Exit**.

The Job Aid: Create Blended Items is available in the VA TMS.

Notes:

Slide 40: Activity #4: Create a Blended Item

Activity #4: Create a Blended Item

1. Enter **Add Item** into the Search field below the button bar.

2. Select **Go**.

3. Select **Scheduled and Online**. The plus sign changes to a checkmark.

4. Select **OK**.

5. Select an Item Type from the drop down menu. You do not need to enter the item ID as it is auto-generated

6. Enter a title and the description of the item.

7. Select a domain ID for the item (you may need to scroll down using the inner window's scrollbar on the right).

8. Select the **Go to Advanced Schedule** button to change or add additional segments.

9. Enter a description and duration for each segment.

10. To add more segments, select the **Add New** icon in the table header. Enter day number, description, duration, delay start, and location type for each segment. Select the **Add** button.

11. Once you finish adding segments, select **Continue**.

12. Select the **Associate content to item** icon in the table header.

13. Select **Add Content Object** from the drop-down menu.

14. Search for and select the content object to add.

15. Enter the object name (e.g., "Select to Start Content" or what you want the user to see if there are multiple objects in this item).

16. If the content does not send completion information to the VA TMS, check the **Mark this object complete when launched** checkbox.

17. If you are creating a folder structure to organize content within this item, create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.

18. Select **OK**.

19. Repeat steps 13–19 to add more content objects.

20. Select **Settings** in the table header.

21. Select **Modify Settings** from the drop-down menu.

22. Select a completion status from the Completion Status drop-down menu.

23. Check the **Content is available for launch** (available for users) checkbox.

24. Check the **Record learning event when all content is complete** checkbox.

25. Select **Allow users to review content from Completed Works** checkbox if desired.

26. Select **OK**.

27. Select **Save & Exit**.

The Job Aid: Create Blended Items is available in the VA TMS.
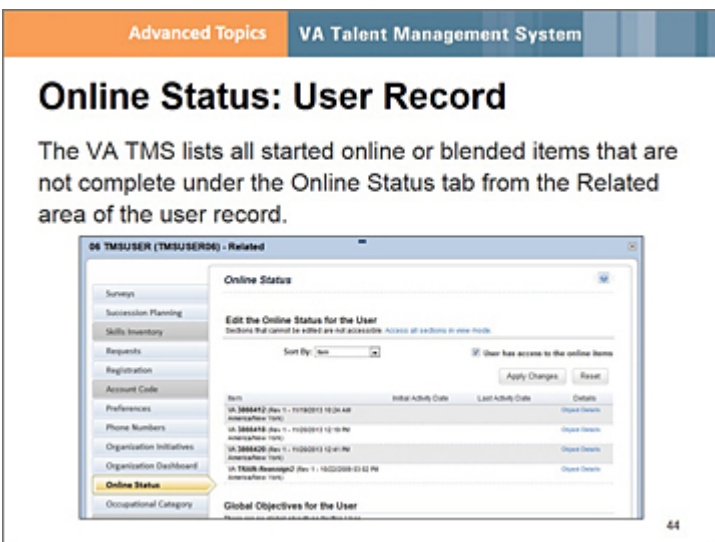
Slide 41: Knowledge Check

Notes:

Slide 42: Knowledge Check

Notes:

2.5 *Lesson 4: User Online Status*

Slide 43: Lesson 4: User Online Status

Notes:

Slide 44: Online Status: User Record

Notes:

Slide 45: Demonstration: User Record

Notes:

Demonstration: User Record

Use this tab to view the following content object details:

Navigate: **Home > Users > TRAIN Search > Select > More from Related area**

- User accessibility to the content object
- User completed the content object
- Number of times the user opened the content object
- Total time while viewing the content object (if tracked)
- Score of the content object (if tracked)
- Content objectives (if tracked)

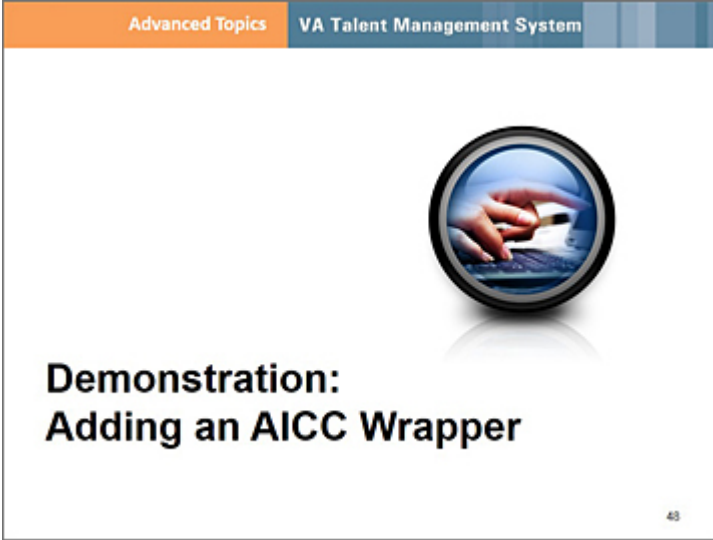## 2.6 *Lesson 5: Using the AICC Wrapper*
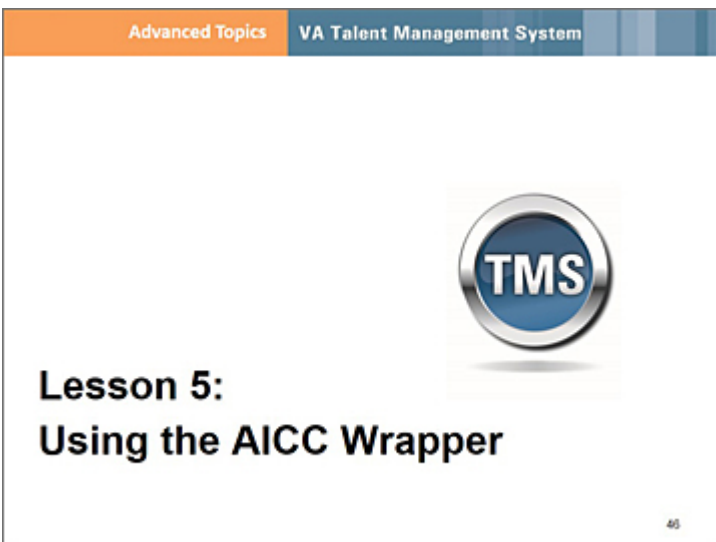
Notes:

Slide 46: Lesson 5: Using the AICC Wrapper
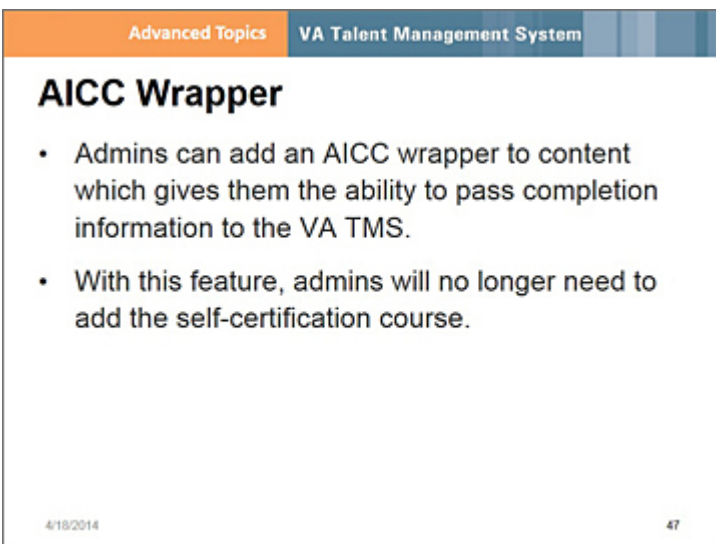
Notes:

Slide 47: AICC Wrapper

Notes:

Slide 48: Demonstration: Adding an AICC Wrapper

Demonstration: Adding AICC Wrapper

From the admin home page:

1. Navigate to **Content > Content Objects**

2. Select **Search.**

3. Select the **pencil icon** of a content object to edit it.

4. Select the **Launch Method** tab in the submenu on the left-hand side of the screen.

5. Select the **AICC** radio button.

6. Select the **User AICC Wrapper** checkbox.

7. Enter the location of the content that needs to be wrapped in the **Filename** field.

8. Select **Apply Changes.**

Notes:

Slide 49: Activity #5: Add an AICC Wrapper

Activity #5: Add an AICC Wrapper

From the admin home page:

1. Navigate to **Content > Content Objects**

2. Select **Search.**

3. Select the **pencil icon** of a content object to edit it.

4. Select the **Launch Method** tab in the submenu on the left-hand side of the screen.

5. Select the **AICC** radio button.

6. Select the **User AICC Wrapper** checkbox.

7. Enter the location of the content that needs to be wrapped in the **Filename** field.

8. Select **Apply Changes.**

Slide 50: Related Reports

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Slide 51: Evaluation & Self-Certification Reminder

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Slide 52: Questions?